State of North Carolina
Office of the State Chief Information Officer

Beverly Eaves Perdue
Governor

Gerald L. Fralick
State Chief Information Officer

To: Cabinet Secretaries and Executive Branch Agency Heads

From: Jerry Fralick, State Chief Information Officer
           Anne Bander, Chief Operating Officer, Department of Administration

Date: 27 July, 2010

Subject: State Portal Program Governance Participation

To increase the value of the State's web presence to the citizens and businesses of North Carolina, as well as to improve efficiency in delivering state government services, the Governor has established a North Carolina State Portal Program. This program dovetails with Section 6.14 of S.L. 2009-451, which OSBM and the State CIO to plan and implement re-development of the State Portal and resulted in a State Portal Report (December 2009). The program also aligns with recommendations made by the Governor's Budget Reform and Accountability Commission (BRAC) and with G.S. 66-58.20 (a), placing responsibility for State web portal planning and development on the Office of Information Technology Services, with the approval of the State Chief Information Officer.

The Governor's program, as described in her Directive of July 21, 2010, is responsible for refreshing, improving and expanding the State's website (nc.gov), and for developing various E-Government services. The program is designed to achieve the following outcomes:

- Develop a professional, modern and consistent presentation for the state web portal and model, over time, best practices for all state government websites and systems

- Improve citizens' ease of access to state government online resources through better navigation and search capabilities

- Create new value-added online services to facilitate easier transactions between state government and its citizens and businesses

- Facilitate government transparency through new methods of communication and data exchange

In making its recommendations, the BRAC emphasized that best practices for IT optimization include strong executive leadership and governance, buy-in from those affected, and a careful assessment of risks, benefits and costs. The Portal initiative is governed by an Executive Steering Committee and an operational leadership team. The Executive Steering Committee is composed of representatives from the Governor's Office, the Department of Administration, the Office of State Budget & Management, and the Office of the State CIO. In addition, to connect stakeholders with the executive leadership and the implementation priorities, a Portal Advisory Board will be created, comprised of the Chief Operating Officer or designee from each Cabinet agency. This Portal Advisory Board is intended to provide the business ownership and leadership needed to drive the non-IT dimensions of the Portal initiative.

As the Governor has indicated, all Cabinet agencies are expected to cooperate and to participate in the governance of the program by designating a representative for membership on the Portal Advisory Board. Please send contact information for your representative to George Bakolia, Chief Deputy CIO, who will serve as executive sponsor for this program (direct: 919-754-2980, or e-mail: george.bakolia@nc.gov). A member of the program's leadership team will be in contact with your designee to convene the initial meeting of this Board.

The Board's responsibilities will be to coordinate development of the new portal solution with the respective Cabinet agencies, to assess and then communicate to the respective stakeholders within the agency how the portal's development may affect agency operations, and to provide recommendations and concerns regarding the portal to the Executive Steering Committee.

Also, the Governor directed that the initial step in the Portal development effort will be an evaluation of existing and potential e-government services of all Cabinet agencies. This may result in integration of various existing web-based systems with the new portal, or the development of new web-based systems to augment or replace manual, paper-based processes. The Portal Advisory Board will have an opportunity to contribute to, review and comment on this evaluation.

Overall, the goals of the program will be mutually beneficial to all stakeholders, but it will naturally require a significant collaborative effort to produce a positive result. As co-chairs of the State Portal Program's Executive Steering Committee, we eagerly look forward to a very strong and beneficial outcome for the state and its citizens.

For questions or clarification, please contact George Bakolia.